



AMERICAN EMBASSY



CUSTOMER SERVICE BUSINESS ANALYST

As our new Customer Service Business Analyst, you will be responsible for the sole business analyst in support of General Services Office and other service providers at post to improve work processes and the customer service experience to the end user.

If you have general knowledge of business processes such as procurement, property management, motor vehicle fleet operations, real estate management office administration, and other similar administrative functions, and if you are fluent in English and meet the below mentioned qualifications, then you are the person we're looking for!

Please send us your detailed CV along with a separate sheet of paper containing the following questions and your responses:

1. Position Title, 2. First, Middle, & Last Names as well as any other names used, 3. Current Address, Day, Evening, and Cell phone numbers, 4. E-mail address, 5. National Identity Card Number, 6. List any relatives or members of your household that work for the U.S. Government (Name, Relationship, Position, Location), 7. Are you between ages 18-60? (Y/N), 8. Have you completed Completion of G. C. E. A/L and two years professional studies in Business Administration, Management, Accounting or Finance? (Y/N, if 'Y', Results and Year of Examination), 9. Do you have three years experience in customer service, business process analysis, which must encircle experience in ISO 9000 or similar Quality systems? (Y/N - If 'Y' state employer, position title, years /months of employment in each position & summary of duties), 10. Do you have good knowledge in MS Access or other data base systems? 12. Your current monthly take home salary?

Applications without the above separate page will not be considered

Your take home monthly salary will be Rs.71, 560/-

Your application should reach us on or before October 28, 2010 at; P.O. Box 106, Colombo; or Colombohr@state.gov
Please include "Warehouse Clerk" on the top left-hand corner of the envelope or if you are submitting your application via email, type "Warehouse Clerk" in the e-mail subject line.

✓ Only short-listed candidates will be contacted.

The U.S. Embassy in Colombo provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status or sexual orientation. It also strives to achieve equal employment opportunity in all personnel operations through continued diversity enhancement.